

- **Assimilation:** How individuals join, become a part of, and exit organizations through behavioral and cognitive processes
  - Assimilation is a dual process that consists of:
    - **Socialization:** Formal and informal, occurs when someone learns requirements about their job, or if they decide a certain way of dressing or behaving will help them fit in with their colleagues
    - **Individualization:** Contrasts socialization, the employee may try to change some aspects of the organization or its culture to benefit them. For example, in a restaurant, a waitress may find a new way to organize the server's station that better suits the wait staff. Or they create a new system for making drinks at the bar that is more efficient
- **Phases of Socialization:** When an employee joins an organization, assimilating is not immediate or automatic for them.
  - Socialization can be divided into three phases
    - **Anticipatory Socialization:** This stage occurs before entry into the organization. Includes socialization to an occupation and the organizational culture. For example, when someone is going to be hired into a company, they usually research many different things about it. Wages, break hours, dress code, how many employees there are, what the company campus looks like, benefits the company offers, etc.
    - **Encounter:** Occurs when a new employee enters the organization. They must forget old roles and values in adapting to the expectations of a new organization. My mother who owns a restaurant often tells her employees at the new employee meetings, "I want you to forget everything you knew about working at another restaurant. I do everything a certain way, and I want you to develop new habits." She often says it's even easiest to train a server when they have no prior experience at all.
    - **Metamorphosis:** Completion of socialization process. They are now recognized as a member of the organization. When they are transferred to a new job in the organization, they aren't expected to relearn the socialization process.
- **Content of Socialization:** Focuses more on *what* has to happen in order to adapt to the organization
  - Two classes of information that must be grasped during the socialization process:
    - **Role-Related Information:** Information, skills, procedures, and rules that a new employee needs to learn in order to perform their job. For example, a server needs to learn how to properly speak to people, when to hand out checks, when to cash them out, when to serve food to large party, etc.

- **Cultural Information:** An individual also needs to learn the culture of the organization. For example, although there is a dress code for servers that requires them to wear all black with no printed tights with all of their hair back, the new girls may also adapt from the other servers that everyone likes to accessorize their outfits with statement jewelry. Or that a cute way to make the hair requirement is to braid all their hair back into a low bun, instead of just pulling it straight back with a ponytail.